



## VOLUNTEER POLICY

Volunteer applications are accepted for all interested parties 13 years of age or older. Volunteers 13 - 17 years of age may participate in group activities approved by the Volunteer Coordinator. Volunteers under 18 years of age must submit written permission from a parent or guardian to participate and be accompanied by an approved supervisor or designated staff member while in the Center.

Interested volunteers will fill out a volunteer application and submit it to the Volunteer Coordinator along with a standard form of personal identification (driver's license, school ID, etc.). Because ASD is a division of the Montgomery County Department of Police, a basic background investigation must be completed for each prospective volunteer ages 18 and older. Not all applicants who apply for the volunteer program will be approved. ASD has many different areas in which volunteers are needed. Volunteers' skills and interests will be assessed by the Volunteer Coordinator and/or Center staff for placement within the volunteer program. Qualified applicants will attend an orientation consisting of a facility tour, receipt of a volunteer manual and completion of volunteer forms.

New volunteers are asked to commit at least eight hours per month for at least six months. Volunteers looking to complete a group project(s) and/or students interested in completing service learning hours may commit to a shorter term with approval from the Volunteer Coordinator. Volunteers are welcome at the Center during all regular public hours, and during non-public hours on a case-by-case basis.

All volunteer positions require some amount of on the job training. ASD has a tiered volunteer program. There are three volunteer levels: Basic, Intermediate, and Advanced. In order to move to the next level, volunteers must receive permission from the Volunteer Coordinator, complete the appropriate training(s), demonstrate their knowledge and skill proficiency level for the desired position, and/or complete a specified number of volunteer hours.

Volunteers trained to handle animals are responsible for the safety of not only themselves but the public, staff, and shelter animals. Therefore, animal handling positions require more training than many other volunteer positions. Volunteers are encouraged to attend training as it becomes available or in the event that a change of assignment is desired or necessary.

Volunteers serve at the discretion of the Montgomery County Department of Police, Animal Services Division. Volunteers are expected to provide their services in a manner consistent with the highest standards of integrity. We ask that volunteers make every effort to adhere to their assigned schedules, duties, and training provided by the Animal Services Division.

ASD reserves the right to dismiss volunteers from the Volunteer Program at any time. Volunteers may cease participation in the program at any time by notifying the Volunteer Coordinator. ASD appreciates feedback on the volunteer experience.

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### BASIC RULES:

- Volunteers are required to refer patrons with questions to staff for any matters in which they have not been formally trained. All media inquiries must be directed to the appropriate ASD staff.
- Volunteers may not disclose any information deemed confidential by the Center or the Animal Services Division.
- Volunteers are allowed in public areas of the Center only, unless they have specific approval and supervision from shelter staff.
- Volunteers may not use their position as an ASD volunteer to promote or advertise outside businesses or interests.
- For privacy reasons, it is not permissible to take photos on the premises without the prior approval of Center staff.
- Appropriate attire and proper identification must be worn by volunteers at all times. For safety reasons, comfortable clothing that protects the arms and legs and closed toe shoes are required when working directly with the animals.
- Drugs and alcohol are not permitted on the premises.

